

The **DELAWARE MONEY MANAGEMENT PROGRAM** promotes independent living for older people on a limited income who are at risk because they cannot manage their financial affairs and cannot get help from friends or family.

The program's trained volunteers provide clients with the money management assistance they need for daily living.

Gratitude is expressed to the 141st General Assembly for their support of legislation creating the **DELAWARE MONEY MANAGEMENT PROGRAM**.

Delaware Money Management Program

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DELAWARE Money Management Program



A Volunteer Guide



**DELAWARE HEALTH
AND SOCIAL SERVICES**
Division Of Services For Aging
And Adults With Physical Disabilities



delaware
money
management
program

DELAWARE Money Management Program

About the Delaware Money
Management Program

You may be aware of individuals who are no longer able to manage their financial affairs on their own. They either lose their benefit checks or do not remember how they spent the money they received. They forget to pay their rent or monthly bills — and in some cases, have been evicted from their homes or had the electricity cut off — even though they had enough money in their bank accounts to make the necessary payments.

Usually family and friends step in to provide assistance, but there are many — especially older folks — who may not have someone to turn to for help.

The Delaware Money Management Program, cosponsored by the Division of Services for Aging and Adults with Physical Disabilities and AARP, has been created to provide assistance to older adults who are on a limited income or adults who have a physical disability and need help organizing and paying their bills. Trained volunteers will provide help with financial matters so they can continue to live independently, without worry.

How do you know if someone may need assistance?

- ☒ Difficulty balancing a checkbook or handling day-to-day financial affairs
- ☒ Occasionally bouncing checks due to the inability to manage a checking account
- ☒ Leaving utility bills unpaid or having any utilities shut off
- ☒ Being under the threat of eviction or loss of home due to foreclosure
- ☒ Having problems reading or writing due to poor vision, injury or disability
- ☒ Having been a victim of financial exploitation or financial abuse
- ☒ Having a serious illness that leaves little time to manage financial affairs

Who will you help?

To qualify for assistance, Delaware Money Management Program clients must be a low-income senior or an adult with physical disabilities. As of 2004, annual income for a single person may not exceed \$20,778 or \$1,732 per month; couples' annual income may not exceed \$29,402 or \$2,450 per month. Individuals must have liquid assets of no more than \$30,000; this includes but is not limited to cash savings, certificates of deposit, stocks or bonds. Please note, AARP adjusts and establishes the income and asset levels annually. Clients may own their home; only Delaware residents are eligible to participate in this program.

If you know of someone who may need help, please request a client referral form by calling 302.255.9380 to leave your name and phone number, mailing address or e-mail address.

How can you help?

We are looking for volunteers who have the desire to help others remain financially secure and independent. There are two ways you can become involved as a Delaware Money Management Volunteer.

As a **Bill Payer Volunteer**, you will work closely with your client by opening and organizing mail and bills, developing a household budget and preparing checks for his or her signature. Your client will still be in control of his or her own finances — but will get a little help keeping things in order. Although some clients are served on a short-

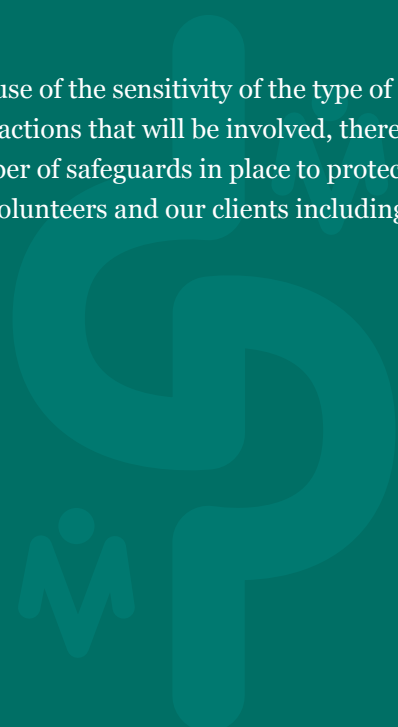
term basis, the majority are assisted on a long-term basis.

Our **Representative Payee Volunteers** provide assistance to clients who are no longer able to manage finances on their own. You will be appointed by the Social Security Administration or another government agency to manage the monthly benefits he or she receives. Your role will be to oversee your client's finances by writing and signing checks from an account in which a benefit check is automatically deposited.

If you become a Delaware Money Management Volunteer, you will receive two, three-hour training

sessions to be completed before you are paired with a client. Your client will be located within close proximity to your home and will meet the criteria specified in your application. Although the time commitment will vary from client to client, most volunteers meet with clients one to two times per month for about one and a half to two hours per visit. Volunteers will also receive quarterly in-service trainings each year and receive ongoing support from the Delaware Money Management Program Administrator and AARP.

For more information about how you can become a volunteer, please call 302.255.9380 or 800.223.9074.



Because of the sensitivity of the type of transactions that will be involved, there are a number of safeguards in place to protect both our volunteers and our clients including:

- AARP provides limited insurance coverage of client funds.
- Volunteers must undergo extensive background checks including state and federal criminal background fingerprinting as well as Adult Abuse Registry and Child Abuse Registry checks.
- Volunteers are trained and provided with ongoing support from the Division of Services for Aging and Adults with Physical Disabilities.
- Volunteers work from one designated account with a \$3,500 limit.
- Volunteer activity and client accounts are monitored on a monthly basis.

Delaware Money Management Program Partners

The **Division of Services for Aging and Adults with Physical Disabilities** is one of eleven divisions within Delaware Health and Social Services. Their mission is to improve or maintain the quality of life for Delawareans who are adults with physical disabilities or who are elderly. The Division is committed to the development and delivery of consumer-driven services which maximize independence through individual choice, enable individuals to continue living active and productive lives and protect those who may be vulnerable and at risk.

AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. AARP provides information and resources; engages in legislative, regulatory and legal advocacy; assists members in serving their communities; and offers a wide range of unique benefits, special products, and services for members.

The **AARP Money Management Program**, created in 1981, is a daily money management service helping low-income older or disabled persons who have difficulty budgeting, paying routine bills and keeping track of financial matters. The program operates in partnership with state and local agencies including Area Agencies on Aging, Departments of Social Services, churches, private non-profits, and case management agencies. The Money Management Program, an AARP Foundation program, currently has 130 sites in 20 states and the District of Columbia.

The **AARP Foundation** is AARP's affiliated charity. Foundation programs provide security, protection and empowerment for older persons in need. Foundation programs are funded by grants, tax-deductible contributions and AARP.